



## Driver/Sales Workers

# LOGISTICS

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### **Job Overview**

Logistics involves the delivery of goods, from soup to lugnuts, and some workers do just that—deliver soup and nuts, sometimes right to your doorstep.

The majority of Driver/Sales Workers are light truck drivers who sell company products to customers on local routes. They deliver their company's product and also represent the company. Their duties depend on the industry in which they work. They may sell wholesale or retail. They can deliver anything from pharmaceuticals to automobile parts.

Bakery drivers are a typical example of Driver/Sales Workers. Bakery drivers deliver and arrange bread and pastry on display racks in grocery stores. They establish a business relationship with store managers, keeping track of the store's inventory needs, and they may recommend a change in a store's order to meet customer demand.

Meat and dairy Driver/Sales Workers may make deliveries directly to a customer's home, determining that customer's needs and supplying them with food on a regular established schedule. Driver/Sales Workers also deliver fast food from restaurant kitchens to customers' doors, driving either their own or company-owned cars.

### **Typical Tasks**

- Collect money from customers, make change, and record transactions on customer receipts.
- Listen to and resolve customers' complaints regarding products or services.
- Inform regular customers of new products or services and price changes.
- Write customer orders and sales contracts according to company guidelines.
- Drive trucks in order to deliver such items as food, medical supplies, or newspapers.
- Collect coins from vending machines, refill machines, and remove aged merchandise.
- Call on prospective customers in order to explain company services and to solicit new business.
- Record sales or delivery information on daily sales or delivery record.

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- ➔ Review lists of dealers, customers, or station drops and load trucks.
- ➔ Arrange merchandise and sales promotion displays, or issue sales promotion materials to customers.

*Detailed descriptions of this occupation may be found in the Occupational Information Network (O\*NET) at [online.onetcenter.org](http://online.onetcenter.org).*

## Important Skills, Knowledge, and Abilities

- ➔ Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- ➔ Speaking — Talking to others to convey information effectively.
- ➔ Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- ➔ Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- ➔ Time Management — Managing one's own time and the time of others.
- ➔ Reading Comprehension — Understanding written sentences and paragraphs in work-related documents.
- ➔ English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- ➔ Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- ➔ Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- ➔ Number Facility — The ability to add, subtract, multiply, or divide quickly and correctly.

## Work Environment

Driving light trucks can be physically demanding. Driver/Sales Workers must be able to load and unload goods, which means being able to lift and carry heavy items. They also have to drive in difficult conditions such as bad weather, heavy traffic, and sometimes on mountain roads.

Although trucks are being made with more comfortable seats and better ventilation systems, they may not have air conditioning. Physical endurance is needed for long work shifts.

On busy routes, Drivers can experience pressure to deliver merchandise on a timely basis.

Some Driver/Sales Workers belong to the International Brotherhood of Teamsters.

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## California's Job Outlook and Wages

The California Outlook and Wage table below represents the occupation across all industries.

| Standard Occupational Classification | Estimated Number of Workers 2004 | Estimated Number of Workers 2014 | Average Annual Openings | 2006 Wage Range (per hour) |
|--------------------------------------|----------------------------------|----------------------------------|-------------------------|----------------------------|
| <b>Driver/Sales Worker</b>           |                                  |                                  |                         |                            |
| 53-3031                              | 45,800                           | 54,200                           | 1,590                   | \$7.94 to \$15.32          |

*Wages do not reflect self-employment.*

*Average annual openings include new jobs plus net replacements.*

*Source: [www.labormarketinfo.edd.ca.gov](http://www.labormarketinfo.edd.ca.gov), Employment Projections by Occupation and OES Employment & Wages by Occupation, Labor Market Information Division, Employment Development Department.*

## Trends

With a growth rate of 18.3 percent, employment in this occupation is expected to be slightly better than average compared to all other occupations during the projections period. An estimated 7,500 job opportunities will be created by the need to replace Driver/Sales Workers who retire or leave the occupation for other reasons.

## Training/Requirements/Apprenticeships

Positions require a valid driver license and a good driving record. Some positions may require a commercial driver license. Employers prefer applicants who are self-confident, responsible, self-motivated, and have a good appearance.

Some companies require drivers to be 25 years or older to avoid paying high insurance premiums. Completion of a program at an accredited truck driving school can provide the needed training to job applicants.

### Recommended High School Course Work

Most companies prefer high school graduates. High school courses in shop, auto mechanics, and business math may be helpful.

## Where Do I Find the Job?

Direct application to employers is an effective job search method for Driver/Sales Workers.

Use the *Search for Employers by Industry* feature on the *Career Center* page at [www.labormarketinfo.edd.ca.gov](http://www.labormarketinfo.edd.ca.gov) to locate employers in your area. Search under the following industry names to get a list of private firms and their addresses:

- Caterers
- Commercial Bakeries
- Cookie and Cracker Manufacturing
- Dairy Product Merchant Wholesalers
- Food Service Contractors
- General Line Grocery Merchant
- General Warehousing and Storage
- Mobile Food Services
- Packaged Frozen Food Merchant Wholesale

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Search these **yellow page** headings for listings of private firms:

- ➡ Bakers-Retail
- ➡ Bakers-Whsle
- ➡ Caterers
- ➡ Delivery Service
- ➡ Foods-Carry Out
- ➡ Meat-Retail
- ➡ Meat-Whsle
- ➡ Milk & Milk Products
- ➡ Restaurants-Delivery
- ➡ Shopping Service
- ➡ Trucking
- ➡ Trucking-Motor Freight
- ➡ Warehouses-Public-Commercial

The above is not a complete list. Many firms in wholesale, retail, and transportation employ Driver/Sales Workers.

## Where Can the Job Lead?

Promotions for Driver/Sales Workers are limited, but some Drivers become Driver trainers, supervisors of warehouses, terminals, and docks, or company branch managers.

### Related Occupations

Advertising Sales Agents  
Counter and Rental Clerks (see *Occupational Guide No. 511*)  
Insurance Sales Agents (see *Occupational Guide No. 455*)  
Real Estate Sales Agents (see *Occupational Guide No. 90*)  
Retail Salespersons (see *Occupational Guide No. 536*)  
Sales Representatives, Agricultural  
Sales Representatives, Instruments  
Sales Representatives, Medical  
Sales Representatives, Wholesale and Manufacturing (see Logistics Profile)

## Other Sources

California Association of Regional Occupational Centers and Programs  
[www.carocp.org](http://www.carocp.org)

International Brotherhood of Teamsters  
[www.teamster.org](http://www.teamster.org)